

## CODE SERVICES DEPARTMENT

### **GOAL #1: TO PROVIDE CODE INSPECTIONS TO READING CITIZENS AND BUSINESSES IN ORDER TO ACHIEVE COMPLIANCE WITH THE CITY CODES**

*Objective 1: Implement performance standards so the public and staff are aware of our progress towards compliance*

1. Implement an office performance standard.
2. Implement an individual performance standard.
3. Monitor number of hours attending neighborhood meetings.
4. Monitor number of cases heard before Municipal District Justices and number of cases for guilty conviction.

*Objective 2: Improve the food and health safety for Citizens of reading by implementing new health safety code and also establish a rating of restaurants and grocery stores.*

- 1 Conduct health inspections in timely manner through a higher level of code enforcement utilizing latest health code ordinance.
- 2 Conduct mobile vendors' inspections & dumpster inspections for health code compliance with City of Reading codified ordinances.
- 3 Monitor number of vehicles tagged & towed and number of graffiti instances reported & abated.

*Objective 3: Increase inspection efficiency in the Codes Office in order to improve the environment on a timely basis.*

1. Monitor response time for complaints received.
2. Conduct housing/property maintenance inspections.
3. Conduct pre-settlement inspections and bring them completely back to City of Reading Code Services. The City of Reading performed these inspections in house from April 2006 thru September 2006. The city has stopped to perform these inspections since the PSR ordinance has been put in abeyance due to a court case.

## **GOAL #2: READING CODE SERVICES WILL DELIVER AN EFFICIENT BUSINESS DEVELOPMENT PROCESS**

*Objective 1: Establish a one stop shop for permit issuance center through collaborative approach.*

Consolidate the development review function at one location by providing building review, fire review, planning review, zoning review, engineering review simultaneously in one stop permit shop for establishing a seamless development review process. To enhance the zoning code enforcement, this function has been made an integral part of code enforcement office.

*Objective 2: To serve Reading citizens and development community by providing timely permitting, inspections and plan review services for new construction and improvements.*

1. Conduct permit inspections for new, addition, alteration and renovation work.
2. Monitor number of trade permits issued.
3. Monitor and conduct plan reviews.
4. Monitor and conduct pre-construction meetings and site meeting for construction projects.
5. Monitor trade licenses testing and issuance through relevant Trade Boards.
6. Monitor the number of demolitions conducted and sites stabilized and also monitor the interaction with Health Board and Trade program.

## **GOAL#3: THE CODE SERVICES OFFICE WILL COLLABORATE WHERE NECESSARY TO IMPROVE CODE COMPLIANCE**

*Objective: Create a work environment where a fair, cohesive, fast, accurate and efficient full code compliance can be achieved.*

1. Establish teams for joint task force with Police Department, Fire Department and District Justices.
2. Establish teams with Public Works Department for attacking the trash cleaning issue and weed abatement.
3. Establish teams with Community Development Department for utilizing State and Federal funding for neighborhood beautification projects.
4. Conduct tactical full code inspection based upon needs of community focus groups & neighborhood committees. The sweeps & area details with police & fire departments are examples of this effort.

**GOAL #4: THE READING CODE SERVICES OFFICE WILL SUPPORT AND MAINTAIN A WELL TRAINED AND HIGH PERFORMING WORKFORCE**

*Objective 1: Improve the level of professionalism of field and office staff.*

1. Design training curriculum and program for office clerks, code enforcement inspectors, health inspectors and trade inspectors.
2. Encourage field staff to participate in citizen inspector program by participating in training program facilitated by office of neighborhood services.

*Objective 2: All pertinent staff will achieve the appropriate certifications within twelve months from date of training given through the following measures.*

1. Establish & monitor the individual performance measures as regards to job function and responsibilities.
2. Establish a system to monitor certification process within twelve months of training provided.

**DEVELOPMENT & INSPECTION**

<b>Expenditures</b>	<b>2005 Actual</b>	<b>2006 Budget</b>	<b>2007 Budget</b>
<b>Personnel</b>	<b>1,185,840</b>	<b>1,667,720</b>	<b>1,510,048</b>
<b>Operating</b>	<b>48,824</b>	<b>50,550</b>	<b>150,200</b>

**ADMINISTRATION**

<b>Expenditures</b>	<b>2005 Actual</b>	<b>2006 Budget</b>	<b>2007 Budget</b>
<b>Personnel</b>	<b>221,850</b>	<b>174,918</b>	<b>322,973</b>
<b>Operating</b>	<b>50</b>	<b>3,990</b>	<b>4,260</b>